

920476-904867

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In the application of : **MORAN, Thomas J. et al.**
Serial No. : **09/747,691**
Filed : **December 22, 2000**
For : **METHOD AND APPARATUS FOR PROVIDING
A WEB PAGE TO A CALL MEMBER**
Examiner : **ALAM, Uzma**
Art Unit : **2157**
Customer No. : **23644**

BRIEF ON APPEAL

Honorable Director of Patents and Trademarks
P.O. Box 1450
Alexandria, VA 22313-1450

Dear Sir:

This Appeal is from the Examiner's final Office Action dated June 1, 2007 in which claims 1, 2, 5-9, 11, and 13-21 of this application were finally rejected. A Notice of Appeal was filed November 1, 2007.

The fee of \$510.00 pursuant to 37 C.F.R. §41.20(b)(2) for this brief should be deducted from Deposit Account No. 12-0913.

(i) REAL PARTY IN INTEREST

The Assignee, Nortel Networks Limited, is the real party in interest in the pending appeal.

(ii) RELATED APPEALS AND INTERFERENCES

Applicants are unaware of any other appeals or interferences which will directly affect or be directly affected by or have a bearing on the Board's decision in the pending appeal.

(iii) STATUS OF CLAIMS

Claims 1, 2, 5-9, 11, and 13-21 are pending in the Application, are finally rejected, and are the claims that are being appealed. Claims 24-29 have been withdrawn from consideration. Claims 3, 4, 10, 12, 22 and 23 have been cancelled.

Claims 1, 2, 5-9, 11, and 13-21 are set forth in the Claims Appendix.

(iv) STATUS OF AMENDMENTS

No claim amendments have been filed subsequent to the final rejection dated June 1, 2007. A response of July 26, 2007, without amendments, was filed and entered.

(v) SUMMARY OF CLAIMED SUBJECT MATTER

The invention is used in the provision of web pages to members of a telephony call.

Independent claim 1 relates to a method of providing a web page (33,34 in Fig. 2; 54 in Fig. 4; 62 and 63 in Fig. 5; 93 and 94 in Figs. 10 and 12); to a telephone terminal (31, 32 in Figs. 2 and 3; 55 in Fig. 4; 60 and 61 in Fig. 5; 91 and 92 in Figs. 9-12); employed by a member of a call, comprising the steps of:-

(i) maintaining a record of an association between stored web pages and pre-specified information identifying one or more potential call members (*see page 8, lines 25-34 and Fig. 2; see also page 9, line 31 to page 10, line 9 and Fig. 4; see also page 14, lines 19-26 and Fig. 8 showing "John's Phone configuration" and "Tommy's phone configuration"*);

(ii) when said call is in progress, identifying a member of said call and selecting one of the stored web pages based on an association in said record between said

selected one of the stored web pages and information identifying said member of said call (*see page 9, lines 20-28; see also page 13 line 26 to page 14, line 2 and Fig. 7*); and

(iii) providing the selected web page to a telephone terminal employed by a call member (*page 14, lines 1-2; page 15, lines 6-16 and Figs. 10 and 12*).

Briefly, therefore, the method of claim 1 relies on maintaining associations between stored web pages and pre-specified information identifying one or more potential call members. By identifying a call member, a stored web page may be provided to that call member's telephone terminal, with the selection of the web page being based on the pre-specified association with that call member.

Dependent claim 2 specifies that the web pages are provided on behalf of a second call member to a call member (*see page 14, lines 8-12, describing that caller A receives a web page provided on behalf of caller B, and vice versa*).

Dependent claim 5 specifies that the stored web page is selected by setting up a data call from the first call member to a pre-defined web server on which the web page is stored (*see page 11, lines 1-8 describing the set up of a data call and the specific example in the subsequent paragraphs from page 11, line 9 to page 12, line 8 in conjunction with Fig. 6 showing the set up of a data call (HTTP GET message 72) from portable A 31 to web server 36*).

Dependent claim 6 specifies that each of the call members comprises a terminal connected to a communications network over which the call is established (*see Fig. 1 and page 7, lines 15-26 describing the terminals 11, 12 each connected to the LAN 10*).

Dependent claim 7 specifies that each of said terminals comprise a web-browser suitable for displaying a web page on the terminal (*see page 7, line 15*).

Dependent claim 8 specifies that the web pages are stored on each of the terminals (*see page 10, lines 28-30 and Fig. 5*).

Dependent claim 9 specifies storing a second plurality of web pages which are to be provided on behalf of the first call member (*see page 10, lines 28-30 and Fig. 5*).

Dependent claim 11 specifies that said information identifying one or more potential call members comprises directory numbers (*see page 8, line 29-34; and page 9, line 34 to page 10, line 1*).

Independent claim 13 provides an apparatus for providing a web page to a telephone terminal employed by a member of a call, comprising:-

(i) a memory including a record of an association between stored web pages and pre-specified information identifying one or more potential call members (*see Fig. 4 and the description at page 9, line 31 to page 10, line 9*);

(ii) an input arranged to access said stored web pages (*see page 9, lines 24-28 and page 11, lines 25-31; see also page 13, lines 3-20 and Fig. 13*);

(iii) a processor arranged to select one of the web pages when said call is in progress, based on an association in said record between said selected one of the stored web pages and information identifying said member of said call (*web server 14 and web application 15, Fig. 1; web server 36, Figs. 6 and 7, and see page 12, lines 3-4*); and

said processor being further arranged to provide the selected web page to a telephone terminal employed by a call member (*see page 12, lines 4-8*).

Dependent claim 14 specifies that the apparatus is a web server (*see Figs. 1, 6 and 7*).

Dependent claim 15 specifies that said input arranged to access said stored web pages is arranged to send java servlets to one or more backend databases where the web pages are stored (*see page 13, lines 13-15*).

Independent claim 16 relates to a communications network comprising an apparatus as claimed in claim 13 (*see LAN 10 and Intranet web server 14 in Fig. 1; see also page 8, line 21 specifying a LAN or other data communications network; see also Fig. 3 and page 11, lines 1-6*).

Independent claim 17 relates to a computer program arranged to control an apparatus in order to provide a web page to a telephone terminal employed by a member of a call, said computer program being arranged to control the apparatus such that:

(i) a record is maintained of an association between stored web pages and pre-specified information identifying one or more potential call members (*see page 8, lines 25-34 and Fig. 2; see also page 9, line 31 to page 10, line 9 and Fig. 4; see also page 14, lines 19-26 and Fig. 8 showing "John's Phone configuration" and "Tommy's phone configuration"*);

(ii) when said call is in progress, identifying a member of said call and selecting one of the stored web pages based on an association in said record between said selected one of the stored web pages and information identifying said member of said call (*see page 9, lines 20-28; see also page 13 line 26 to page 14, line 2 and Fig. 7*); and

(iii) providing the selected web page to a telephone terminal employed by a call member (*page 14, lines 1-2; page 15, lines 6-16 and Figs. 10 and 12*).

Dependent claim 18 specifies that the program is stored on a computer readable medium (*implicit to one skilled in the art as one physical implementation of a program*).

Independent claim 19 relates to a method of displaying a web page at a telephone terminal (*31, 32 in Figs. 2 and 3; 55 in Fig. 4; 60 and 61 in Fig. 5; 91 and 92 in Figs. 9-12*), said telephone terminal comprising a web browser arranged to display web pages on the terminal (*see page 7, line 15*), said method comprising the steps of:-

(i) on initiation or receipt of a telephone call by the telephone terminal, establishing communication with a source that has access to a plurality of web pages (*see page 11, lines 1-8 and page 11, line 9 to page 12, line 8 in conjunction with Fig. 6 showing the set up of a HTTP GET message 72 from portable A 31 to web server 36*), each of the web pages being associated in a record with with information identifying one or more potential call members (*see page 8, lines 25-34 and Fig. 2; see also page 9, line 31 to page 10, line 9 and Fig. 4; see also page 14, lines 19-26 and Fig. 8 showing "John's Phone configuration" and "Tommy's phone configuration"*);

(ii) receiving a web page from the source (*page 14, lines 1-2; page 15, lines 6-16 and Figs. 10 and 12*), said web page having been selected based on an association in said record between said selected one of the stored web pages and information identifying a member of said call (*see page 9, lines 20-28; see also page 13 line 26 to page 14, line 2 and Fig. 7*); and

(iii) displaying the selected web page on the telephone terminal (*see Fig. 10 and Fig. 12*).

Dependent claim 20 specifies that communication is established with the source by sending a command to a pre-defined web server address (*see page 11, lines 26-29 and Fig. 6*).

Dependent claim 21 further specifies sending information about the telephone terminal to the source (*see page 11, lines 31-34*).

(vi) GROUNDS OF REJECTION TO BE REVIEWED ON APPEAL

There is one ground of rejection to be reviewed:

1) Whether claims 1, 2, 5-9, 11, and 13-21 are unpatentable under 35 U.S.C. 102(e) over Mustafa's US Patent Application Publication No. 2002/0059378.

(vii) ARGUMENT

Rejection under 35 U.S.C. 102(e) over Mustafa

Independent Claims 1, 13 and 17

Brief summary of prior art reference

For the benefit of the Board, a brief summary of the Mustafa disclosure may place its relevance to the present invention in context.

Mustafa is concerned with providing on-line, interactive assistance from agents to customers, i.e. an interactive contact or call center system. Insofar as it is alleged to be relevant to the instant invention, the Examiner has argued that Mustafa discloses “the agent and the client connected on the phone and directly on the Internet, viewing the same web pages”.

Mustafa operates in the following manner. A client navigates through a web site (www.xyz.com) before deciding that help is needed from a live agent. The individual web pages (e.g. <http://www.xyz.com/m/n/o.htm>) each provide the option of live agent help (see Fig. 3 of Mustafa). Clicking on this option 103 (which is actually a software applet) launches an automatic download of an application to the client system (if not already installed, paragraph 0030) and triggers a request for an agent to an authorisation server.

The server performs a look-up of a database to discover which of several agent systems is authorised to provide help for the website xyz.com and to ensure that the particular client (Mr. Smith) is a subscriber for help from that site (paragraph 0032). On discovering the identity of the relevant agent help system 70 a request is sent to the relevant agent system and ultimately, an agent is assigned to help the client.

The agent is provided with customer information and the agent's browser is directed to the page from which the customer requested help. At this stage (paragraph 0042), the customer's software applet controls a dummy cursor mirroring the cursor

controlled by the agent and vice versa. A window within the web page carries voice and/or video from the agent, and in this way, the customer and agent can talk to one another, viewing the same web page.

The web page being viewed throughout this entire process (compare Figs. 3, 5, 6, 7 and 8) is the very same web page from which help was originally requested, with live content being updated within this page.

Summary of issues, as understood by Applicants

Applicants contend that the following features of claim 1 (and the counterpart features of claims 13 and 17) are not disclosed by Mustafa:

- a record of an association between stored web pages and pre-specified information identifying one or more potential call members,
- when said call is in progress, identifying a member of said call,
- selecting one of the stored web pages based on an association in said record between said selected one of the stored web pages and information identifying said member of said call
- providing the selected web page to a telephone terminal employed by a call member.

Accordingly, each such feature will be addressed in turn below.

(a) “a record of an association between stored web pages and pre-specified information identifying one or more potential call members”

In the final office action dated June 1, 2007, this feature was alleged to read onto Mustafa's database which maintains an association between the hyperlink addresses of various websites for which agent help is available, and the IP addresses of corresponding helping agent systems which are authorised to provide help for those

websites. Thus, the office action considered that the hyperlink address of a website reads onto the claimed wording of a “web page”.

This finding was incorrect. Websites are not the same as web pages. The database shown in Mustafa’s Fig. 4 and described in paragraph 0032, only specifies that an agent system is authorized for an overall website. No web pages are mentioned in this respect.

Claim 1 requires a particular web page to be identified, so that (as specified later in the claim) the specified web page may be provided to a call member. Mustafa’s database associates a particular agent system (i.e. contact center), such as the system at IP address 1.2.3.4, with the overall website for which it has been assigned to provide help, e.g. website www.xyz.com, as shown in Mustafa’s Fig. 4 representing the database. This database therefore lists web sites, not individual web pages, and associates the web sites with automated systems rather than with pre-specified information identifying potential call members.

The difference is shown most clearly when one follows through the logic of the Examiner’s argument, which hinges on the fact that the caller and agent end up viewing the same web page at the same time. The web page in question is seen in Figs. 5-8 as the web page <http://www.xyz.com/n/n/o.htm>. This particular page was never recorded in the database, demonstrating that the page was not associated with any call member.

Because of the failure of Mustafa to teach this one feature, therefore, claims 1, 13, 16 and 17 are novel and not anticipated.

(b) “when said call is in progress, identifying a member of said call”

It is essential to the claimed invention that a call is taking place when the call member is identified, and that the information used to identify this call member can also be used in looking up the record mentioned earlier in the claim to find the relevant web page to display in step (iii).

The entire process described in paragraph 0032, which is relied on by the Examiner, occurs outside of the context of any call. There is no call in progress and hence there is no identification of a call member. The rejection does not appear to attach any weight to the need for a call to be in progress in order to identify a member of that call. If a call member is not identified then that person cannot have been pre-specified in the record as a potential call member.

Because of the failure of Mustafa to teach this further feature, therefore, claims 1, 13, 16 and 17 are novel and not anticipated for this additional reason.

(c) “selecting one of the stored web pages based on an association in said record between said selected one of the stored web pages and information identifying said member of said call”

The Examiner appears to have consistently overlooked the requirement that, having identified one of the call members, the method proceeds by “selecting one of the stored web pages based on **an association in said record between said selected one of the stored web pages and** information identifying said member of said call.”

Emphasis has been added to contrast with the reasoning put forward in the office action, quoted below. With apologies for repeating the rejection verbatim, Applicants wish to put on record the differences between the actual claim limitation and the summarized or paraphrased version of the same features which were used in formulating a rejection of the claims. The office action finds the quoted feature to be present by arguing as follows:

The part of the limitation stating “selecting a stored web page and based on information identifying said member of said call” (*sic*) is taught by Mustafa by the teaching that specific agents are authorized to entertain questions from clients on only certain web pages. This authorization associates the agents with the specific stored web pages of the system, paragraph 0032, lines 4-14. Based on this association, an agent is chosen to be connected to the client and the web page on which the client is working is sent to the agent.

It is not disputed that it can be proper for an office action to paraphrase a claim's wording for conciseness, provided that in so doing, the claim's meaning is not blurred or lost. However, the above passage suggests that merely selecting a web page based on a call member's identity is sufficient to read onto the disputed feature, thereby failing to consider whether the selection is based on **an association in said record** [i.e. the record recited earlier in the claim] **between said selected one of the stored web pages and** the information which identifies a member of the call in progress.

Since the "record" of Mustafa, i.e. the Fig. 4 database, has no web pages identified in it, only websites, and since there is no call in progress in the passage relied on by the Examiner, it is immaterial that Mustafa can be argued to read onto an inaccurate paraphrasing of the claim feature but not onto the claim itself.

Mustafa does not in fact suggest any selection of a web page, based on an association between that web page (e.g. <http://www.xyz.com/m/n/o.htm>) and information, stored in the record, which matches the identity of a caller as deduced from an actual call in progress.

Because of the failure of Mustafa to teach this additional feature, therefore, claims 1, 13, 16 and 17 are novel and not anticipated for yet another reason.

(d) "providing the selected web page to a telephone terminal employed by a call member".

Mustafa does disclose providing a web page to a call member (in fact to two call members), but this web page is not "the selected" web page within the context of claim 1. The web page provided is whichever web page the client or customer may have surfed to before requesting assistance. Therefore, the web page was selected before the request for connection to the agent.

This means that the feature which appears to have carried such weight in formulating the rejection, i.e. that the client and agent view the same web page, can be seen to be of minimal relevance to the claim wording. That commonly viewed web page was already being viewed by the client before the agent was brought into the picture.

When the agent is brought on board, the agent is simply directed to view the same page as the client had already been viewing. The web page is not selected from the record and provided to the client or agent as a result of such selection.

Because of the failure of Mustafa to teach this fourth feature, therefore, claims 1, 13, 16 and 17 are novel and not anticipated for yet a final reason.

Dependent claim 8

Claim 8 specifies that the web pages are stored on each of the terminals, i.e. those terminals involved in the call. The rejection of this claim provided the following reasoning or citation: “downloading the web pages; 0044, 0046, 0053”.

The disclosure of Mustafa, and in particular the cited paragraphs, make it clear that the web pages are downloaded from web server 73 (see Fig. 2). The web server is clearly seen to be distinct from the agent’s system 70 and the client systems 60, 61, 63. There is no disclosure in Mustafa, therefore of the terminals, which are involved in the call, storing the web pages.

Dependent claim 9

Claim 9 specifies storing a second plurality of web pages which are to be provided on behalf of the first call member. This claim is dependent on claim 2, which specified that the web pages of claim 1 are provided on behalf of a second call member to a first call member.

Therefore, according to claim 9 there are two sets of web pages, each set being associated with a different one of the call members for provision to the other. An example of this is seen in the description of the instant application where John and Tommy each receives the other’s web page during the call.

In rejecting this claim, reference is made to “agent storing web pages sent by the client; 0044, 0046, 0053)”. Applicants do not follow this argument, but as pointed out in relation to claim 8, the agent system in Mustafa does not, in fact, store any web pages. Furthermore, the disclosure of Mustafa makes it clear that there is only one

common web page viewed by both client and agent, in contrast to two sets of web pages, one of which is sent on behalf of each party to the other call member.

Dependent claim 11

Claim 11 specifies that said information identifying one or more potential call members comprises directory numbers. A “directory number” is of course a term of art, relating to the number employed in a telephony system to identify each endpoint.

The Examiner’s reasoning in rejecting this claim is limited to an identification of paragraphs 0032 and 0053 of Mustafa. These paragraphs, even when read with reference to Fig. 4, show no suggestion of a directory number being associated with a web page and used in the selection of that web page and in the identification of the call member.

Dependent claim 15

Claim 15 specifies that the input [of apparatus claim 13] arranged to access said stored web pages is arranged to send java servlets to one or more backend databases where the web pages are stored.

The rejection of this claim refers to paragraphs 0030 and 0032 without explaining how these paragraphs might be relevant. No mention is made of java servlets sent to backend databases where web pages are stored in these passages.

For completeness, it is noted that paragraph 0030 does mention software applets which are used in installation of the required software to operate the client system. There may be some confusion between the terms applet and java servlet, but the two are not the same. An applet is a software component that runs in the context of another program, for example a web browser. Mustafa uses an applet to ensure that the client’s system can operate the application used to duplicate content between client and agent browsers. A java servlet, in contrast, is an object that receives a request and generates a response based on that request. As claim 15 states, these servlets are used to retrieve the necessary web pages from a web server. Accordingly, the disclosure of paragraphs 0030 and 0032 is irrelevant to the accessing of stored web pages in the claim 13 apparatus as specified in claim 15.

Independent claim 19

Claim 19 requires that a method is carried out for displaying a web page at a telephone terminal, said telephone terminal comprising a web browser arranged to display web pages on the terminal.

While having features which correspond to the server-based features of claim 1, this method employs steps not mentioned in the discussion above and which must be considered for completeness.

(a) “on initiation or receipt of a telephone call by the telephone terminal, establishing communication with a source that has access to a plurality of web pages”

Mustafa does not teach that a call is initiated or received as a prerequisite to establishing communication with a source having access to a plurality of web pages. Mustafa teaches that the voice traffic is carried within the web browser session as explained in paragraphs 0035 and 0043. Therefore, Mustafa creates a call as a subsequent step to the web page being viewed by the client.

(b) “each of the web pages being associated in a record with information identifying one or more potential call members”

and

(c) “receiving a web page from the source, said web page having been selected based on an association in said record between said selected one of the stored web pages and information identifying a member of said call”

and

(d) displaying the selected web page on the telephone terminal

Reliance is placed on the arguments made above in relation to claim 1 regarding these features (b), (c) and (d).

Claim 19 is, therefore, novel and clearly not anticipated by Mustafa.

Dependent claim 21

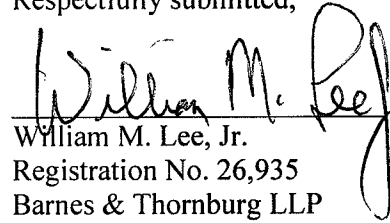
Claim 21 further specifies sending information about the telephone terminal to the source. The Examiner has relied on paragraphs 0031, 0032 and 0053, without indicating where these paragraphs suggest sending information about a telephone terminal to the source having access to the web pages.

CONCLUSION

Therefore, it is submitted that the Examiner's rejections are clearly in error, and should be reversed.

December 31, 2007

Respectfully submitted,

A handwritten signature in black ink, appearing to read "William M. Lee, Jr.", is written over a horizontal line.

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CLAIMS APPENDIX

1. A method of providing a web page to a telephone terminal employed by a member of a call, comprising the steps of:-
 - (i) maintaining a record of an association between stored web pages and pre-specified information identifying one or more potential call members;
 - (ii) when said call is in progress, identifying a member of said call and selecting one of the stored web pages based on an association in said record between said selected one of the stored web pages and information identifying said member of said call; and
 - (iii) providing the selected web page to a telephone terminal employed by a call member.
2. A method as claimed in claim 1 wherein the web pages are provided on behalf of a second call member to a call member.
3. (cancelled)
4. (cancelled)
5. A method as claimed in claim 4 wherein the stored web page is selected by setting up a data call from the first call member to a pre-defined web server on which the web page is stored.
6. A method as claimed in claim 2 wherein each of the call members comprises a terminal connected to a communications network over which the call is established.
7. A method as claimed in claim 6 wherein each of said terminals comprise a web-browser suitable for displaying a web page on the terminal.
8. A method as claimed in claim 6 wherein web pages are stored on each of the terminals.

9. A method as claimed in claim 2 which further comprises storing a second plurality of web pages which are to be provided on behalf of the first call member.
10. (cancelled)
11. A method as claimed in claim 1 wherein said information identifying one or more potential call members comprises directory numbers.
12. (cancelled)
13. An apparatus for providing a web page to a telephone terminal employed by a member of a call, comprising:-
(i) a memory including a record of an association between stored web pages and pre-specified information identifying one or more potential call members;
(ii) an input arranged to access said stored web pages;
(iii) a processor arranged to select one of the web pages when said call is in progress, based on an association in said record between said selected one of the stored web pages and information identifying said member of said call; and
said processor being further arranged to provide the selected web page to a telephone terminal employed by a call member.
14. An apparatus as claimed in claim 13 which is a web server.
15. An apparatus as claimed in claim 13 wherein said input arranged to access said stored web pages is arranged to send java servlets to one or more backend databases where the web pages are stored.
16. A communications network comprising an apparatus as claimed in claim 13.
17. A computer program arranged to control an apparatus in order to provide a web page to a telephone terminal employed by a member of a call, said computer program being arranged to control the apparatus such that:

- (i) a record is maintained of an association between stored web pages and pre-specified information identifying one or more potential call members;
- (ii) when said call is in progress, identifying a member of said call and selecting one of the stored web pages based on an association in said record between said selected one of the stored web pages and information identifying said member of said call; and
- (iii) providing the selected web page to a telephone terminal employed by a call member.

18. A computer program as claimed in claim 17 which is stored on a computer readable medium.

19. A method of displaying a web page at a telephone terminal, said telephone terminal comprising a web browser arranged to display web pages on the terminal, said method comprising the steps of:-

- (i) on initiation or receipt of a telephone call by the telephone terminal, establishing communication with a source that has access to a plurality of web pages, each of the web pages being associated in a record with with information identifying one or more potential call members;
- (ii) receiving a web page from the source, said web page having been selected based on an association in said record between said selected one of the stored web pages and information identifying a member of said call; and
- (iii) displaying the selected web page on the telephone terminal.

20. A method as claimed in claim 19 where communication is established with the source by sending a command to a pre-defined web server address.

21. A method as claimed in claim 19 which further comprises sending information about the telephone terminal to the source.

22. (cancelled)

23. (cancelled)

24. (withdrawn) A method of providing a web page to a telephone terminal employed by a member of a call, comprising the steps of:-
- (i) maintaining a record of an association between stored web pages and pre-specified time of day information;
 - (ii) when said call is in progress, selecting one of the stored web pages based on an association in said record between said selected one of the stored web pages and the time of day of said call; and
 - (iii) providing the selected web page to a telephone terminal employed by a call member.
25. (withdrawn) An apparatus for providing a web page to a telephone terminal employed by a member of a call, comprising:-
- (i) a memory including a record of an association between stored web pages and pre-specified time of day information;
 - (ii) an input arranged to access said stored web pages;
 - (iii) a processor arranged to select one of the web pages, when said call is in progress, based on an association in said record between said selected one of the stored web pages and the time of day of said call; and
- said processor being further arranged to provide the selected web page to a telephone terminal employed by a call member.
26. (withdrawn) An apparatus as claimed in claim 25 which is a web server.
27. (withdrawn) A communications network comprising an apparatus as claimed in claim 25.
28. (withdrawn) A computer program arranged to control an apparatus in order to provide a web page to a telephone terminal employed by a member of a call, said computer program being arranged to control the apparatus such that:
- (i) a record is maintained of an association between stored web pages and pre-specified time of day information;
 - (ii) when said call is in progress, identifying a member of said call and selecting one of the stored web pages based on an association in said record between said selected one of the stored web pages and the time of day of said call; and

(iii) providing the selected web page to a telephone terminal employed by a call member.

29. (withdrawn) A method of displaying a web page at a telephone terminal, said telephone terminal comprising a web browser arranged to display web pages on the terminal, said method comprising the steps of:-

- (i) on initiation or receipt of a telephone call by the telephone terminal, establishing communication with a source that has access to a plurality of web pages, each of the web pages being associated in a record with time of day information;
- (ii) receiving a web page from the source, said web page having been selected based on an association in said record between said selected one of the stored web pages and the time of day of the call; and
- (iii) displaying the selected web page on the telephone terminal.

EVIDENCE APPENDIX

None

RELATED PROCEEDINGS APPENDIX

None